

Provider sanctionable failure referrals

Summary

How to proceed when a potential sanctionable failure is raised by a provider

Claimant with complex needs unable to be contacted by telephone

If the claimant is unable to be contacted by telephone, the AD refers the claimant to DWP Visits.

When completing the DWP Visiting Referral Tool, the agent includes their own email address.

When the visiting officer has completed their action the referring agent receives an email from the visiting officer informing them of the outcome.

Upon receipt of the email the agent decides whether it is necessary to continue with the sanctionable failure referral. For example, this could be if the claimant has had a change of circumstances that could mean the requirement is no longer appropriate.

If good reason is gathered by DWP visits this is referred to a decision maker (DM).